

VOLUNTEER INFORMATION SHEET

The Cygnet Folk Festival would not be possible without the enormous support of our volunteers! We thank you all for your commitment to the Festival. Please read this information carefully and contact us if you have any questions.

1. You are a volunteer

This role for Huon Folk Inc at the Cygnet Folk Festival is a volunteer position. This means that, if you accept the role, you perform all duties on a voluntary basis and you will not receive remuneration or payment for your work, other than reasonable reimbursement of expenses. Huon Folk Inc does not intend any employment or contractual relationship to be created (i.e. - you are not an employee, independent contractor or consultant)

2. What you can expect when volunteering

Huon Folk Inc values its volunteers and we will endeavour to provide you with:

- a full induction, orientation and any training necessary for the volunteer role
- a safe environment in which to perform your role
- respect for your privacy, including keeping your private information confidential
- a supervisor, so that you can ask questions and get feedback
- reimbursement for your reasonable expenses so you are not out-of-pocket because of volunteering for us, and
- insurance to cover you for the volunteer duties you are authorised to perform

3. What Huon Folk Inc asks of its volunteers

We ask that you:

- Support Huon Folk Inc's aims and objectives
- Participate in all relevant induction and training programs. The Induction is compulsory for all volunteers. It will be from 2 - 3pm on Friday 6 January at St James College. If you are having problems attending this briefing, please contact volunteer@cygnetfolkfestival.org ASAP before the event. Specific team briefings will be held immediately after the induction.
- Only undertake duties you are authorised to perform and always operate under the direction and supervision of nominated staff and obey reasonable directions and instructions
- Understand and comply with the organisation's policies and procedures including our Work Health & Safety policy, Dress Code and Volunteer Code of Conduct - http://www.cygnetfolkfestival.org/files/Volunteer_Code_of_Conduct_updated_Aug_2016.pdf
- Report punctually for your shifts & advise us as soon as practicable if you are unable to attend shifts.
- Observe our Dress Code:
 - Wear your Festival T shirt which will be made available to you during all shifts to allow easy identification by patrons and other crew and volunteers. We ask that you return your T shirt to the Volunteer Coordinator at the Volunteer Centre after your last shift (no need to launder). You may choose to keep your T shirt for \$20 payable in cash on the day or deducted from your ticket refund.
 - Closed-in shoes must always be worn for your own safety. Sandals and thongs are not appropriate footwear.
 - Appropriate clothing for all weather conditions is your responsibility and should include wet weather gear as well as hat, sunscreen, etc. Sunscreen is also available at the Volunteers Centre in the St James precinct.
- Wear your T shirt. Wearing your volunteer T shirt makes you an ambassador for the Festival. Please exhibit a positive, courteous and friendly manner which will ensure that Festival attendees and other crew and volunteers have an enjoyable and memorable experience.
- Not consume alcohol or drugs. Consumption of alcohol or drug use before or during your shift is not permitted
- Not smoke. The Festival has been declared a smoke free event by the Director of Public Health. Please do not smoke while on duty and smoke in designated smoking areas only.
- Not talk to the media. If there is any incident which may attract media attention (either positive or negative) please report any such incident to the Festival Manager in the first instance or Festival management. Volunteers are not authorised to speak to the media on any issue or to make any public comments as a representative of the Cygnet Folk Festival.
- Use any property or equipment given to you in your role safely and only for purpose of the role and return it to the organisation when you finish your volunteer role
- Understand that all volunteers are expected to behave in a suitable manner. If any volunteer behaves in a manner that is dangerous, harmful, contrary to the Code of Conduct or is otherwise

illegal or inappropriate, they will be asked to return their Festival wristband without refund and will be removed from rostered duties.

- Comply with the law always, and
- Be open and honest in your dealings with us and let us know if we can improve our volunteer program and the support that you receive.

4. The health and safety of you and others

At Huon Folk Inc volunteer safety, and the safety of everyone who is involved in our organisation, is a priority. Under the WHS Act and other laws, Huon Folk Inc has a duty of care to minimise risks to everyone affected by its conduct (including paid employees and volunteers). It also means that as a volunteer, you have WHS duties too. These include:

- To take reasonable care for your own health and safety
- To take reasonable care for the health and safety of others
- To comply with any reasonable instruction by Huon Folk Inc
- To let Huon Folk Inc know of any concerns you may have about safety and/or fitness in undertaking our role, and
- To cooperate with any reasonable policies and procedures of Huon Folk Inc

Please do not hesitate to talk to your supervisor at any time if you have any health and safety concerns. Report medical emergencies immediately to the Volunteers Coordinator, your Supervisor, St John Ambulance or ring 000. St John Ambulance will be on call 24hrs a day in Carmel Hall 25 Mary St Cygnet, from Friday evening until Sunday night. All medical incidents must be reported to the Festival Manager via an incident report form as soon as practicable after the incident.

A copy of our Work Health & Safety procedures is available here - http://www.cygnetfolkfestival.org/images/pdfs/Work_Health_Safety_Procedures_Volunteers_updated_Dec_2016.pdf. A copy is available at the Volunteers Centre.

5. Volunteer expenses and other benefits

Huon Folk Inc provides you with other benefits as part of your volunteering role including event entry, invitation to the volunteer thank you event and a 10% discount on Festival merchandise. Where this occurs, it is on a gratuitous basis at the discretion of Huon Folk Inc and is not payment in lieu of salary.

As a volunteer, Huon Folk Inc will provide you with reimbursement for any reasonable out-of-pocket expenses that you incur when performing authorised tasks associated with your role. We do this to ensure that you are not financially disadvantaged because of your volunteer position with us. These payments are not remuneration or wages. You will need prior approval from your supervisor and will always need to produce receipts.

6. Insurance

We are committed to providing adequate insurance cover for volunteers whilst carrying out their volunteering roles that have been approved and authorised by us. Huon Folk Inc has the following insurances:

- Public & Products Liability \$20 million
- Personal Accident Voluntary Workers \$10 million

To ensure this insurance covers you for any incidents that occur while you are volunteering with us, you need to report any incident to your supervisor or Huon Folk Inc management and complete an incident report form as soon as practicable.

We want to let you know that the following events are unlikely to be covered by our insurance:

- actions that are beyond the scope of your volunteer role, or that occur without appropriate authority or permission from us
- criminal activity (including criminal charges arising out of driving incidents)
- dishonest or reckless activities

7. Intellectual Property

All volunteers at the Cygnet Folk Festival agree to transfer all intellectual property rights and interests (including copyright) in any ideas or materials they create or photographs taken of them relating to their provision of voluntary services for Huon Folk Inc. Volunteers are taken to consent to Huon Folk Inc's use of such creations or photographs in a manner reasonably contemplated by the voluntary services provided under this document. As a volunteer, you also agree not to bring any claim for infringement of your moral rights in respect of that use.

GENERAL INFORMATION

Bump Out

We always need extra help to pack down on Monday, so we can leave the town in a better condition than we found it. Please report to the Volunteers Centre on Monday morning to help lend a hand if you are available.

Camping

For those who have booked Festival camping at Burtons Reserve – please see our website for more info about facilities - <http://www.cygnetworkfestival.org/about/festival-camping>. Children under 13 are free. Sorry, no pets allowed. Camping tickets are non-refundable unless in the unlikely event of Festival cancellation. Your Festival pre-purchased ticket is refundable on completion of your rostered shifts.

Overflow camping is available at nearby Cygnet Holiday Park which is also pet friendly – please call 0418 532 160 to book.

Car Parking

If you are driving to Cygnet make sure to arrive early – you will be competing for parking with the public. Car parking for volunteers who are camping at Burtons Reserve will be in the Reserve itself from 9am Thursday – 4pm Monday of the Festival week. Please note - once you park in the camping area you will not be able to remove your vehicle for the duration of the Festival.

If you are not camping in the reserve, low cost car parking will be available behind the Town Hall off Mary St which will be shared with the public.

Emergency Evacuations

If there is a major emergency that requires a venue to be evacuated, please follow the instructions of your Venue Coordinator or team leader. The emergency assembly area is in the paddock behind Town Hall. The Festival Manager has overall authority in emergency situations until the appropriate emergency authority is on-site. Do not return to an evacuated area until instructed to do so.

Feedback

Volunteers receive a comprehensive experience of the Festival and we are always interested in your ideas and suggestions about how we can improve the event. This can be specifically to do with your experience as a volunteer or about the Festival in general. Feedback can be provided via the Festival website using the contact form.

Food & Drink Discounts

Please check at the Volunteers Centre for more information about food & drink discounts available.

Getting Here

For information on transport options and directions for driving please visit the 'Getting to Cygnet' page on the website - <http://www.cygnetworkfestival.org/about/faqs>

If you are looking for a lift to Cygnet from Hobart, you could also try communicating via the Cygnet Folk Festival Volunteers Facebook page - <https://www.facebook.com/groups/54478328734/>

Handling Incidents and Inappropriate Patron Behaviour

Do not intervene in any dispute but report any such incident to your Coordinator or Festival management. Tasmania Police will be patrolling the Festival precinct and will be available for assistance. Security staff may also be approached to provide assistance.

Please ensure you complete an incident report form available at Festival HQ or the Volunteers Centre, as soon as practicable.

Be alert but not alarmed to anything that looks dangerous or risky to public safety and report it to your Coordinator or Festival management.

I Can't Make My Shifts – What Do I Do?

We have a limit on how many volunteers we can recruit so if you have to withdraw, it would be very helpful if you let us know as soon as possible. Please contact the Volunteer Coordinator on volunteer@cygnetworkfestival.org as soon as possible.

Organisation and Teams

Festival volunteers are organised into different teams and venues. Your Venue Coordinator or team leader is your supervisor and are in close contact with the Volunteer Coordinator at the Volunteer Centre. It is important you carry out volunteer tasks as directed by your supervisor.

Registering on Arrival in Cygnet

On your arrival in Cygnet please register at the Volunteer Centre at St James College 25 Mary St in the centre of town.

Recycling

Please help keep the planet green, by familiarising yourself with the recycling bin signage and setting an example to others. We have a terrific range of re-useable Festival KeepCups and steel water bottles for sale at discounted prices to volunteers.

Rosters

We have tried to allocate volunteer shifts based on the preferences you supplied in your application across the availability that you indicated. If for some reason your availability has changed or you are not comfortable with a shift you have been assigned, please contact the Volunteers Coordinators on volunteer@cygnetfolkfestival.org as soon as possible in advance of the event.

Shifts can only be changed if you are genuinely unavailable, we cannot change shifts if you prefer to go and see a concert or if you want to work alongside your friends. Rostering is a complicated process so please be respectful of this.

Shop Discount

We are pleased to offer our volunteers a 10% discount on Festival merchandise at the Festival Shop in St James Quadrangle. Please show your volunteer wristband to claim the discount.

Thankyou Concert

The Cabaret in Town Hall on Sunday 7 – 11pm is a special event with reserved seating for volunteers. We welcome you to come along & enjoy!

Timesheet

It is your responsibility to have your timesheet signed off by your Coordinators and returned to one of the Volunteers Coordinators at the end of the Festival to receive your ticket refund. Timesheets must be received by Monday 9 January. You will also need to return your volunteer T shirt (no need to launder), or you may choose to keep it for \$20 payable in cash on the day or deducted from your refund.

Tickets will be refunded to your original method of payment by Friday 13 January if you have successfully completed your rostered volunteer hours. Any enquiries about refunds after the Festival should be directed to info@cygnetfolkfestival.org

T Shirts – Who's Who

General volunteers - Orange

Crew & volunteer Coordinators & Managers - Green

Management Committee - Purple

Volunteer Centre

Open 9am – 5pm Thursday & Sunday & 9am – 9pm Friday & Saturday. Free tea, coffee and water will be available at the Volunteer Centre. This is also where you can have a rest and of course, eat. The Volunteer Centre provides a comfortable, secure and dedicated space for volunteers throughout the Festival. The Volunteer Centre is only for Volunteers, not family members, friends or performers.

The Volunteer Centre has an area where you can store belongings. The Centre will be staffed during opening hours and it will be locked after hours. Belongings are stored on an “all care, no responsibility” basis.

Wristbands

Volunteer wristbands are for volunteers only and are not transferable. Complimentary passes are not supplied for volunteer partners or other travelling companions.

On registration, you will be allocated a volunteer wristband which will give you access to all venues during concerts; however this will not guarantee you a seat. Volunteers, like any other ticket holder, will need to arrive early at venues for concerts they wish to see.

Thanks for reading this information, we look forward to welcoming you!